Ankenævnet
***for* Forsikring**

Complaints form

Fee: DKK 300.00 - Handling of the case will not begin until receipt of the fee.

Name:

Occupation:

Adress:

Postal code:

City & Country:

Home phone:

Work phone:

Insurance Company:

Insurance Policy type:

Policy no.:

Claim no.:

Date of event:

Please observe the following important conditions for lodging a complaint:

- The complaint fee is DKK 300.00. The handling of the case will not begin until receipt of the fee by the Complaints Board.
- The amount has to be transferred to our account in Danish Kroner free of charge for us. IBAN: DK31 3000 0009 0786 30
  BIC/SWIFT: DABADKKK
- The Complaints Board only considers complaints relating to the complainant's own insurance company. Accordingly, complaints cannot be lodged by counterparts in liability cases.
- Complaints cannot be considered by the Complaints Board unless the complainant has first complained to the insurer and been refused or received an unsatisfactory reply. Please enclose the reply from the insurer.
- Complaints can be lodged by complainants who have waited three weeks or more for a reply to a written complaint to the insurer

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The Danish Insurance Complaints Board was set up by the Consumer Advisory Council and the Danish Insurance Association to consider complaints from consumers concerning insurance matters and is approved by the Consumer Complaints Board in pursuance of Art. 5 in the Danish Consumer Complaints Board Act.

Please note that the below mentioned questions must be answered. Otherwise, the complaints form will be returned.

When did you receive the insurers decision?	Date:
When did you complain to the insurer over the decision?	Date:
When did the insurer reply?	Date:
The insurer has not replied.	☐

For your information the decision in the case will be published on the Complaints Board's home page in an anonymous form.

On the Complaints Board's home page www.ankeforsikring.dk you will find the Complaints Board's regulations as well as decisions made since 1986.

1. Statement of claim, a brief outline of the case. A Supplementary statement may be enclosed.

2. What specifically do you want to achieve from the insurance company/what do you want the insurance company to do?

3. Annexes to the case (policy, policy endorsement, correspondance, sketches, etc.)
   Note: Received letters and enclosures are not returned. Please forward copies.

4. **Consent**
   In submitting my complaint to the Insurance Complaints Board (hereinafter 'the Complaints Board'), I consent to the following:
   In order to decide my complaint, the Complaints Board may:

   - Receive, store and acquaint itself with the content of all information that I provide and may disclose this information to the insurance or pension company against which I am lodging a complaint.
   - Receive, store and acquaint itself with the content of all information – including special categories of personal data (for example, health information) and information about criminal offences – that the insurance or pension company complained against provides to the Complaints Board, regardless of the insurance or pension company's duty of secrecy.

- Disclose all information provided by me and by the insurance or pension company complained against to the members of the Complaints Board who are to participate in deciding my case.
- Reproduce all relevant information received from me and from the insurance or pension company complained against in the decision made by the Complaints Board.

If I provide personal data about others, I declare that I have obtained the consent of the persons in question to include their personal data in my complaint and – in line with the above – that such data may be processed by the Complaints Board, the insurance or pension company complained against and the members of the Complaints Board who are to participate in deciding my case.

I am aware that the connection to the Complaints Board's portal is encrypted to the extent my device supports encryption.

Rights of data subjects
As a data subject, you have certain rights under Articles 15-22 of the General Data Protection Regulation. Should you wish to exercise one or more of your rights, you can do so by writing to us via the case portal, to our e-mail address ankeforsikring@ankeforsikring.dk or by letter. Please state which right(s) you wish to exercise.

Withdrawal of consent
You may at any time withdraw your consent to the Complaints Board's processing of your personal data. You can do so by writing to us via the case portal, to our e-mail address ankeforsikring@ankeforsikring.dk or by letter.

If you withdraw your consent, the case data will be erased and will no longer be accessible. Cases not yet decided by the Complaints Board will be considered withdrawn and closed accordingly. Your withdrawal of consent does not affect the legality of the Complaints Board's processing of personal data prior to the time of withdrawal, or the legality of a decision already made.

Confirmation
I wish to lodge a complaint to the Insurance Complaints Board and give the above consent to the processing of my data.

Place and date:

Signature of complainant: